

Partner für Training seit 35+ Jahren



**Business Englisch
Workshops**

das Seminarhaus GmbH



Business English Workshops

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Business English Workshops

Ziel ist es, mit unseren Workshops Mitarbeiter:innen mit wenig Zeiteinsatz ergebnis- und erlebnisorientiert auf lebendige Art und Weise zu schulen, damit sie aktuelle und zukünftige Aufgaben in der Fremdsprache sicherer und kompetenter bewältigen können.

Die Teilnehmenden

- konzentrieren sich auf jeweils ein Schwerpunktthema
- erhalten Unterrichtsmaterialien elektronisch vorab
- erhalten nachbereitend eine Vokabelliste
- können gezielt ihre Kenntnisse in der Fremdsprache ausbauen
- bekommen das Wissen komprimiert vermittelt und
- setzen das Gelernte noch innerhalb der Schulung aktiv um.

Wir erstellen gerne auch speziell zugeschnittene Firmen-Module (Firma oder Produkte vorstellen, über Werte sprechen, Firmen- bzw. Abteilungsrundgang, etc.), aber auch weitere anlassbezogene Themen wie

- „Being audited“
- „Understanding the company's management concepts“ oder
- „Talking about the company culture“

könnten guten Anklang finden. Diese erarbeiten und entwickeln wir gerne mit Ihnen gemeinsam.

Unsere Workshops sind online verfügbar, können persönlich bei Ihnen vor Ort, oder bei uns im Seminarhaus durchgeführt werden.



Business English Workshops

Überblick mit Inhalten

1. Audio Conferencing

Getting the call started, welcoming and introductions, apologizing for absence, stating objectives, presenting the agenda, managing the discussion, inviting contributions, managing understanding, listening effectively, reaching a decision, summarising, closing the conference call, intercultural aspects

2. Presenting Facts and Figures

Using and referring to visuals, charts, graphs and diagrams, describing trends, reporting figures, signposting, expressing cause and effect, comparing and contrasting, emphasizing, concluding, recommending further action

3. Emails

Greeting and starting an email, giving the reason for writing, giving good and bad news, offering help, handling appointments, reminding, apologizing, requesting and giving information, positive final statement and closing, formal and informal emails, intercultural aspects

4. Telephoning

Answering the phone, asking for someone, saying why someone is calling, spelling, offering help, leaving and taking messages, handling appointments, giving and getting information, handling complaints and other difficult calls, promising action, clarifying and checking understanding, finishing a call, politeness on the telephone

5. Discussions

Agreeing and disagreeing, disagreeing tentatively and expressing hesitation, giving opinions and asking for opinions, making suggestions and giving advice, accepting and declining suggestions, interrupting and dealing with interruptions, deciding on a course of action, the grammar of diplomacy, intercultural aspects

6. Project Management

Kick-off meetings, project objectives, project roles and responsibilities, budgeting and resources, project schedule, useful project terminology, keeping people up-to-date, preventing and handling conflicts, strategies for international project management

7. Chairing a Meeting

Opening the meeting, introducing agenda and purpose of the meeting, managing the discussion, bringing people into the discussion, focusing the discussion, asking open and closed questions, taking decisions, summarizing and checking commitment, strategies for international meetings



8. Job interviews

Building relationship, showing interest, interview questions, personal background, reasons for applications, experience-skills-preferences, talking about the company, describing the job and the requirements, getting more details, asking polite questions, checking understanding, expressing hesitation and disagreement, interrupting politely, steering the conversation, summarizing, finishing the interview

9. Writing Reports

Starting a report, structuring a report, linking words and phrases, sequencing, comparing, consequences, highlighting, cause and effect, advising and recommending, forecasting, attitude words and phrases, summarizing, using the passive tense

10. Negotiations

Preparing a negotiation, relationship building, exchanging information, bargaining, making proposals and counterproposals, accepting and rejecting proposals, reaching a compromise, summarizing, closing the deal, international negotiation strategies

11. Meetings

Chairing and facilitating meetings, stating objectives, dealing with agenda and minutes, keeping control, initiating decisions, checking understanding and agreement, summarizing, confirming and clarifying actions, closing the meeting

12. Presentations

Starting a presentation, introducing yourself, introducing the subject, stating objectives, giving the agenda, handling questions, introducing a new point, finishing a point, sign posting, digressing, summarizing, inviting questions, answering questions

13. Success at Trade Fairs

Social English and small talk, offering hospitality, rapport building, getting to know your partner, discovering needs, presenting yourself and your company, talking about USPs and your company's strengths, managing objections, offering alternatives, staying in touch and follow-up

14. Social English

Introducing yourself and others, meeting and greeting, saying good-bye, apologizing, thanking, polite phrases, offering something, bridging waiting time, looking after visitors, small talk and typical small talk subjects

15. Travel English

Making travel arrangements, at the airport and in the air, at the hotel, transportation (taxi, bus, train), finding your way round, eating out, being invited, networking, keeping in touch intercultural aspects



Das Konzept

- Vorab erhalten die Teilnehmenden die Unterrichtsmaterialien, damit sie sich mit dem Thema vertraut machen können. Dieses Material besteht aus typischen Sätzen, Ausdrücken und Vokabeln für das jeweilige Thema, die im Modul gemeinsam mit dem/der Trainer:in durchgearbeitet werden. Die Teilnehmenden können sich zusätzliche, für sie persönlich nützliche, Sätze notieren. Das kompakte Material kann bei Bedarf schnell wieder konsultiert werden.
- Die Teilnehmenden können vorab eigene Materialien und modulbezogene Themen einbringen, die dann im Workshop je nach Relevanz und Umfang berücksichtigt werden.
- Die sprachlichen Kommunikationssituationen werden in Übungen, kurzen Rollenspielen sowie in „real-play“ Übungen und Simulationen eingeübt. Die Teilnehmenden bekommen Feedback zu ihren sprachlichen und kommunikativen Leistungen. Im Anschluss erhalten sie eine Liste mit zusätzlich im Unterricht erarbeiteten und relevanten Elementen.

Wir empfehlen ein Mindestsprachniveau von einem guten A2* (entspricht circa vier bis fünf Jahren Schulenglisch), bei einigen Modulen mindestens B1 (Presentations, Discussions, Negotiations und Chairing a Meeting). Die Teilnehmenden stufen sich anhand einer Selbsteinschätzung mit Hilfe einer einfachen Matrix ein. Diese kann zum Beispiel im Intranet oder auf unserer Homepage hinterlegt sein.

* Einstufung nach dem Gemeinsamen Europäischen Referenzrahmen. Nähere Informationen finden Sie unter <https://www.dasseminarhaus.com/Sprachniveaus>

Unserer Erfahrung nach ist eine Teilnehmendenzahl von 6 bei mündlichen, bis maximal 8 bei schriftlichen Themen ideal, da so garantiert ist, dass

- Jede:r Teilnehmende individuelles Sprachfeedback erhalten kann,
- auf jeweilige individuelle Bedürfnisse im Rahmen des Themas eingegangen werden kann,
- alle Teilnehmenden die Möglichkeit haben aktiv mitzuarbeiten,
- die Schulungen lebendig und attraktiv sind und
- vor allem aber eine größtmögliche Effizienz erreicht wird.



Exemplarische Seminarsteckbriefe

1. Audio Conferencing

Telephone conferences and WebEx meetings play an essential role in the day-to-day business.

This workshop will focus on the language and communication skills needed for these special meeting situations, in which you may have to handle complex and demanding discussions without seeing the people you are talking to.

Situations you will learn to master

- Getting the call started
- Welcoming and introductions
- Apologizing for absence
- Stating objectives
- Presenting the agenda
- Managing the discussion
- Inviting contributions
- Managing understanding
- Listening effectively
- Reaching a decision
- Summarising
- Closing the conference call
- Intercultural aspects

Benefits

After the workshop you will be able to participate more actively in an audio- or WebEx telephone conferences with employees from other international sites.

You will be able to discuss specific work-related topics more confidently, react more spontaneously and use language and communication strategies which will help you master the conference calls more easily.

Method

- The workshop focuses on active communication.
- Listening input is used to experience typical conference call situations.
- The necessary phrases and strategies are collected and adapted, taking participants' previous experience into account.
- Subsequently, simulations and real-plays are carried out integrating participants' job-specific situations.
- Useful listening strategies such as "active listening" are presented and practised.
- Participants receive individual language feedback from the trainer.
- After the workshop an audio file and a vocabulary list is provided.

Course Type

8 hours in one or two 4-hour sessions with a maximum of 6 participants. Minimum of B1* Level (e.g. at least 5 years of English at school plus experience at work)

*Assessment according to the Common European Framework of Reference. For further information, please see <http://www.dasseminarhaus.com/pdf/print/Sprachniveaus.pdf>.



2. Presenting Facts and Figures

Presenting work-related or project-related information to colleagues, stakeholders or external project members has become an integral part of everyday work-life. Often documents such as project plans, charts and diagrams are used as visual aids for presentations on laptops and projectors. In other situations, spontaneous presentations on a flipchart can be more appropriate.

This workshop will focus on the language needed in such situations. It will provide the opportunity to try out realistic situations and get relevant feedback.

Skills you will acquire

Presenting work-related information in meetings, conference calls and at the workplace

- Using and referring to visuals
- Charts, graphs and diagrams
- Describing trends
- Reporting figures
- Signposting
- Expressing cause and effect
- Comparing and contrasting
- Emphasizing
- Concluding
- Recommending further action

Benefits

At the end of the workshop you will be more confident in sharing information in informal presentation situations at your workplace. You will be able to comment on visuals more effectively and thus present facts more clearly.

Method

- The workshop focuses on active communication.
- Participants develop and apply the necessary vocabulary, phrases and language structures for informal presentations. Situations and subjects from the participants' work are integrated into the simulations and role-plays.
- Participants can provide the trainer with examples from their daily work beforehand and bring either PowerPoint slides or subject ideas to the workshop for use in the simulations.
- Presentations can be recorded if requested by the participants.
- Participants receive individual feedback regarding their presentation language from the trainer and their peers.
- After the workshop an audio file and a vocabulary list is provided.

Course Type

8 hours in one or two 4-hour sessions with a maximum of 6 participants. Minimum of A2+* Level (e.g. at least 5 years of English at school)

*Assessment according to the Common European Framework of Reference. For further information, please see <http://www.dasseminarhaus.com/pdf/print/Sprachniveaus.pdf>.



3. Discussions

Discussions in a foreign language in an international context require particular language and communication skills especially if we want to come across as professional and convincing and be successful.

This workshop will focus particularly on aspects such as diplomacy, indirect vs direct communication styles and strategies for saying yes or no. There will be plenty of opportunity to practice those in job-related discussions.

Situations you will learn to master

- Agreeing and disagreeing
- Disagreeing tentatively and expressing hesitation
- Giving opinions and asking for opinions
- Making suggestion and giving advice
- Accepting and declining suggestions
- Deciding on a course of action
- Interrupting and dealing with interruptions
- The grammar of diplomacy
- Intercultural aspects

Benefits

At the end of the workshop you will be more aware of your own discussion style and have the necessary tools to adapt it to different intercultural settings. Mastering those tools will give you the chance to concentrate on the content in meetings and thus be more convincing.

Method

- The workshop focuses on active participation.
- Participants develop and apply the necessary vocabulary, phrases and language structures for discussions. Job-specific situations of the participants are integrated into the simulations and role-plays
- The participants can provide the trainer with examples from their daily work before or during the workshop so that they can be used for the simulations.
- Discussions can be recorded if requested by the participants.
- Participants receive individual feedback regarding their discussion language from the trainer and their peers.
- After the workshop an audio file and a vocabulary list is provided.

Course Type

8 hours in one or two 4-hour sessions with a maximum of 6 participants. Minimum of B1* Level (e.g. at least 5 years of English at school plus experience at work)

*Assessment according to the Common European Framework of Reference. For further information, please see <http://www.dasseminarhaus.com/pdf/print/Sprachniveaus.pdf>.



Exemplarischer Ablaufplan "Audio Conferencing"

9:00 Morning		
09:00 Overview, Concept	Overview of the day / Introducing concept and goals, clarifying expectations	Folders, hand-outs, cards
09:20 Getting to know each other	Getting to know each other personally and professionally Students briefly describe typical situations in their telephone conferences or WebEx meetings	Introduction round
09:40 Strategies and language tools for telephone conferences	Video input for skills such as <ul style="list-style-type: none"> ▪ Typical traps in conference calls ▪ Possible solutions and language strategies Brainstorming phrases and tools based on this input <ul style="list-style-type: none"> ▪ Getting the call started ▪ Welcome and introductions ▪ Purpose and agenda ▪ Managing the discussion ▪ Making sure everyone is involved ▪ Making sure everyone knows who's speaking and who's being addressed ▪ Making decisions ▪ Listening effectively ▪ Summarizing and finishing the conference 	Videos Mind-maps Cards / Pin-board Hand-outs of material provided beforehand electronically
11:15 Simulation of a conference call (1)	Information sharing or decision making telephone conference 3 people participate (1 chairperson) 3 people observe one participant each (participants say what they would like to have feedback on) Scenarios can be based on students' suggestions or are provided by the trainer Students cannot see each other Feedback from trainer and participants	Video-recording if requested Students can also use their own mobile phones for recording Flip-chart Oops-Poster
12:15 Lunch Break		



12:45 Afternoon		
12:45 Warm-up	Energizer: Getting back into the language	Card, photos etc.
13:05 Simulation of a conference call (2)	Information sharing or decision making telephone conference 3 people participate (1 chairperson) 3 people observe one participants each The roles between the participants and observers from the morning are swapped (Scenarios can be based on students' suggestions or provided by the trainer) Feedback from trainer and participants	Video-recording if requested Students can also use their own mobile phones for recording Flip-chart Oops-poster
14:05 Exercise for effective listening	Pair-work: Describing a photo / card / drawing / plan to a partner so that they can draw it Participants check if they are not sure whether they have understood correctly	Drawings, postcards or similar input
14:30 Simulation of a conference call (3)	Simulation "A Business update" Students inform each other about one project they are working on at the moment One person has the chair Feedback by the trainer and by other participants	Contributions recorded if requested by the participants
16:15 Winding up	Looking back at the day and checking <ul style="list-style-type: none"> ▪ Expectations ▪ Goals ▪ Progress ▪ Open questions 	Using cards and concept from the morning
16:30 End		



Business English Workshops

Leistung und Kosten

Tagessatz pro Workshop

990,00 €

Alle Preise verstehen sich zzgl. MwSt.

Inklusivleistungen für Workshops

Durchführung deutschlandweit sowie online möglich. Nachbereitung der Workshops inklusive: vorgefertigter Lernordner und Unterrichtsmaterialien, ggf. telefonische Sprach- und Bedarfsanalysen, Seminarerfrischungen (wenn der Workshop in unseren Räumlichkeiten stattfindet) und individuellem Audiofile mit dem wichtigsten Vokabular.

Zusätzliche Kosten für Workshops

Bei Durchführung bei Ihnen vor Ort oder außerhalb Weinheims: Reisekosten der Trainer:innen vom Wohn- zum Seminarort in Höhe von 0,38 € / km oder 1. Klasse Bahn-Ticket und Taxikosten. Bei längerer Anreise oder mehrtägiger Buchung Übernachtungs- und Verpflegungskosten.

Bei Durchführung in unseren Räumlichkeiten: Seminarraum, Moderationsmaterial, Seminarerfrischungen: 240,- €. Organisation des Mittagessen; die Kosten hierfür werden gesondert in Rechnung gestellt.

Organisation in einem Hotel: Auswahl, Organisation und Buchung eines Hotels: Abrechnung nach Aufwand.

Für Unterricht an Samstagen wird ein Zuschlag von 25%, an Sonntagen 50% berechnet.

Sonstige Nebenkosten werden gesondert vereinbart.

Angebot der Seminarhaus GmbH. Alle Preise netto zzgl. MwSt. Des Weiteren gelten unsere Allgemeinen Geschäftsbedingungen, die wir Ihnen auf Wunsch gerne zukommen lassen.

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Wichtige Informationen für Sie

Terminänderungen

Wir sind stets bemüht, flexibel auf Ihre Bedürfnisse einzugehen und auch im Bereich Terminvereinbarungen uns nach Ihrem Terminkalender zu richten, so gut wir können.

Wir möchten Sie jedoch aus organisatorischen Gründen bitten, vereinbarte Termine, die Sie nicht einhalten können, gemäß unseren Absagefristen abzusagen.

Unsere Absagefristen und Kosten gemäß unseren allgemeinen Geschäftsbedingungen:

3 bis 2 Wochen vor Beginn	60% Stornogebühr
2 bis 1 Wochen vor Beginn	80% Stornogebühr
unter 1 Woche vor Beginn	100% Stornogebühr

Büroöffnungszeiten

Montag bis Donnerstag	von 8 Uhr – 17 Uhr
Freitag	von 8 Uhr – 16 Uhr

Ansprechpartner:innen

Dirk Rübin	Managing Director / Key Account Manager
Tina Tobian	Key Account Manager / IT-Training
Maria Fünkner	Accounting / Training Organization IT and Leadership
Marie Fricke-Klein	Customer Success Manager
Anna Sandström	Customer Success Manager
Petra Maria Reiermann	Customer Service
Isabell Dewitt	Front Office Manager
Heike Höpfner	Head of Studies / Senior Trainer
Christina Bertheau	Senior Trainer
Bernadette Nicklis-Bourke	Senior Trainer